



PAHP ... PIHP ... PRTF ... YRC

Key Updates - 8.14.07

PAHP

- ✓ Kansas Health Solutions (KHS) is fully operational to meet the Medicaid- and Medicaid-funded mental health service needs of Kansans. Program and contact information – for members, providers and others – is available at www.kansashealthsolutions.com
- ✓ July 1st implementation launch continues to be successful and responsive to consumer/provider needs, exceeding contractual requirements for member and provider support. In the first six weeks of operation the PAHP program (Kansas Health Solutions):
 - ~ responded to over 1,921 customer service calls from members
 - ~ responded to over 551 customer service calls from providers
 - ~ received and decided 6,337 requests for outpatient services requiring prior authorizations
 - ~ received and decided 1,464 requests for state hospital/acute care hospital inpatient care
 - ~ received 258 requests for admissions to Psychiatric Residential Treatment Facilities for youth (including 13 emergency exception screens)
 - ~ received 25 member grievances (21 resolved and four currently being addressed)
 - ~ received and processed over 51,314 claims for mental health services rendered

PIHP

- ✓ ValueOptions-Kansas (VO) is fully operational to meet the Medicaid- and SAPT block grant-funded substance abuse treatment needs of Kansans. Program and contact information – for members, providers and others – is available at www.valueoptions.com/kansas/
- ✓ July 1st implementation launch continues to be successful and responsive to consumer/provider needs, exceeding contractual requirements for member and provider support. In the first month of operation ValueOptions-Kansas:
 - ~ responded to over 2,078 customer service/clinical calls
 - ~ received and decided over 4,782 requests for service
 - ~ received and processed over 6,973 claims for substance abuse services rendered

PRTF & YRC Services

- ✓ 16 facilities with 513 beds were prepared and launched as PRTFs on July 1st.
- ✓ Service access processes are working according to standards and expectations; of the 258 service requests received by Kansas Health Solutions in the first six weeks, 179 were approved for admission; 55 were diverted to community-based services suitable to meet the youth's needs; 24 requests are pending. Of the approximately 38 youth who have been approved for admission and are awaiting actual service placement, SRS staff are working with providers and referring entities to ensure the service/need connections are being made.
- ✓ Payment and youth eligibility processes have transitioned effectively and are working.
- ✓ The PRTFs have received training, information and ongoing assistance to ensure that the service standards are clear and the claims submission/payment processes and rates are operational.
- ✓ SRS sponsored a PRTF provider/stakeholder meeting on July 26th; 14 of the 16 facilities were represented, and the other two received follow up reports from SRS. Participants agreed the next stakeholder meeting would be held on September 26th.
- ✓ While some data conversion is still occurring regarding Youth Residential Center (YRC) services, YRC data available shows:

□ YRC II providers for SRS: 14	□ YRC II beds for Child In Need of Care: 259
□ SRS youth in YRC II: 39	□ SRS youth in PRTF: 102
□ Youth whose classification is not yet transferred: 99	

To support the successful implementation of these new programs, SRS has co-sponsored with the PAHP and PIHP contractors, weekly stakeholder forums. These forums are Webinar based, and over 1,000 stakeholders (primarily providers and consumer advocacy groups) have participated. Many questions - ranging from service access criteria, to claims processing and payment issues, to values-based system matters - have been addressed, supplemented by follow up individualized contact to resolve pending issues and updated FAQs by the PAHP and PIHP contractors. Summaries of the meetings are being posted online (www.medicatrain.org) so that stakeholders can have them as an additional resource.